

**Medicaid Contract Management
Administrative Section**

Administrative Secretary: Provides administrative support to the chief.

Senior Clerk: Receives and distributes incoming mail, maintains Customer Service Request files, maintains and updates the system documentation library, and performs incidental typing and data input.

Systems Section

Systems Project Administrator: Responsible for coordinating the operations, maintenance, and management reviews of the Florida Medicaid Management Information System.

Systems Project Analyst (two positions): Responsible for all systems hardware and software aspects of the contract for fiscal agent and other services for the Florida Medicaid Program.

Medicaid Management Review Monitor (two positions): Responsible for management information and operations analysis activities, and monitoring and overseeing the contractor's management.

Contract Administrative Section

Medicaid Management Review Monitor: Responsible for overall fiscal administration and operational review of all fiscal aspects of the Medicaid fiscal agent contract.

Budget Specialist: Assists in the fiscal administration and operational review of the fiscal agent contract. Prepares extensive fiscal analysis, monitors the fiscal agent budget, and assists in preparation of contract documents.

Audit Section

Computer Audit Analyst: Plans, conducts and supervises the audit activities relative to computerized payments made to medical care providers by the Medicaid fiscal agent.

Senior Contract Auditor (three positions): Plans and conducts audit activities relative to computerized payments made to medical care providers by the Medicaid fiscal agent.

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**Program Development
Administrative Unit**

Chief: Plans, directs, organizes and coordinates the development of Medicaid program policies and procedures. Ensures program policies and procedures are consistent as presented in manuals, administrative rules, and the state plan and are in compliance with federal and state laws, rules and regulations. Plans and implements Medicaid program provider and consumer relations activities, exceptional claims resolution, provider enrollment policies, and provider data analysis.

Staff Assistant: Organizes and administers activities of the office from a business manager standpoint and assures the accuracy and completeness of all outgoing documents.

Medical Health Care Program Analyst: Coordinates the development of special programs which impact children. Serves as a liaison to the Department of Education on policy issues that impact schools, including Part H and Full Service Schools.

Senior Management Analyst II: Coordinates policy and management issues that cross section responsibilities. Serves as a liaison with other bureaus and state agencies on issues that impact program development.

Pharmacy Section

Human Services Analyst: Reviews and resolves claims processing problems and adjusts drug coverage codes as appropriate. Assists with file maintenance and review of requests for changes in coverage status.

Human Services Program Specialist: Coordinates drug file maintenance, insures accuracy of drug file pricing information, and makes recommendations for changes in coverage policy. Assists with development of provider notices and provider handbooks.

Medical Health Care Program Analyst (two positions): Coordinates system change requests as they affect the prescribed drug program and assists in development and analysis of ad hoc reports for other professional staff. Organizes and manages the development of provider manuals and training materials.

Systems Project Analyst (one position): Manages the administrative and prior authorization network systems, functions as technical liaison with the fiscal agent and manages data transfer between the pharmacy unit and the fiscal agent.

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Administrative Secretary (three positions): Maintains office management records and correspondence files, processes travel expense requests, reviews incoming correspondence for assignment and outgoing correspondence for accuracy and appropriate format. Coordinates telephone coverage, vacation and leave scheduling and employee training schedules.

Senior Clerk (two positions): Assists with analysis and management of coverage requests for prior authorized services and preparation of responses to written or telephone inquiries.

Word Processing Systems Operator: Types outgoing correspondence, operates the switch board, refers inquiries to appropriate professional staff, and sorts incoming written correspondence.

* **Senior Pharmacist (thirteen positions):** Professional staff for review and processing of prior authorization requests, changes in coverage policy, and coordination of drug utilization review activities. Additional duties include analysis of utilization data for development of rebate agreements with manufacturers, negotiation with manufacturers and monitoring of prior authorization, DUR and rebate agreements impact on the prescribed drug program.

* **Pharmaceutical Program Manager (three positions):** Supervises professional and clerical staff, coordinates development of changes in coverage policy, responds to inquiries and program change notices from the Health Care Financing Administration, develops administrative rule revisions, and insures appropriate functioning of the prior authorization, drug utilization review and enhanced rebate programs.

Long Term Care Section

Program Administrator: Supervises the development of long term care program policies and procedures, and coordinates the development of interprogram issues.

Administrative Secretary: Provides secretarial support in order to maintain smooth work flow and accurate and timely completion of work assignments.

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*** Registered Nursing Consultant (three positions):**

Plans, coordinates and directs activities for the medical review functions and out-of-state prior authorizations. Develops program policies and procedures for home health agencies, hospices, and level of care criteria for intermediate care facilities for the developmentally disabled and nursing facilities. Responsible for all prior authorization functions for the pressure ulcer therapy program.

Medical/Health Care Program Analyst: Plans, coordinates and directs the activities relating to nursing homes, intermediate care facilities for the developmentally disabled, and state mental health hospitals.

Senior Human Services Program Specialist (two positions): Develops program policies and procedures for inpatient and outpatient hospitals and ambulatory surgical centers. Implements the functions of the dental and medical prior authorization request activity, and screens prior authorization requests for the physician consultant review and the utilization review functions.

Human Services Program Specialist: Responsible for file maintenance, institutional provider enrollment, and rule coordination.

Senior Clerk: Enrolls institutional providers; and assists with utilization control, the quarterly HCFA report, and semiannual HCFA PASSAR report.

Non-Institutional Section

Program Administrator: Supervises the development of program policies and procedures for non-institutional services; supervises the review, analysis and evaluation of policy, its implementation and operation; coordinates development of inter-program issues.

Administrative Secretary: Provides secretarial support in order to maintain smooth work flow and timely accurate completion of work assignments.

*** Registered Nurse Consultant:** Develops and assesses program policies and procedures for podiatry services, therapy services, prescribed pediatric extended care centers, medical foster care, and the multiple handicapped assessment team; provides technical assistance to area staff and other agency staff.

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Medical/Health Care Program Analyst (two positions):
Develops and assesses program policies and procedures for independent laboratory services, Clinical Laboratory Improvement Amendments compliance, portable X-ray services, durable medical equipment, supplies, orthotics and prosthetics, and enteral and parenteral supplies and equipment. Provides technical assistance to area staff and other agency staff.

Senior Human Services Program Specialist (two positions):
Develop and assess program policies and procedures for eyeglasses and vision services, prosthetic eyes, hearing aids and hearing services, emergency and non-emergency transportation, customized and motorized wheelchairs, prior and services authorization and specialty item pricing for non-institutional providers; provide technical assistance to area staff and other agency staff.

Maternal and Child Health Section

Program Administrator: Supervises the development of program policies and procedures on non-institutional services; supervises the review and assessment of policy and its implementation and operation; and coordinates development of interprogram issues.

Administrative Secretary: Provides secretarial support in order to maintain smooth work flow and accurate and timely completion of work assignments.

*** Registered Nursing Consultants (three positions):**
Coordinates and directs the development and preparation of program policies, handbooks, and administrative rules for physician services, regional perinatal intensive care centers, advanced registered nurse practitioners, family planning, birthing centers, rural health centers, federally qualified health care centers, county public health units, Medicaid clinical services, and organ transplantation. Coordinates Healthy Start issues related to Medicaid. Provides technical assistance to area Medicaid offices.

Medical Health Care Program Analyst: Coordinates and directs the development and preparation of program policies, handbooks, and administrative rules for dental services. Maintains the procedure code file, healthcare common procedure coding system (HCPCS) for the Florida Medicaid Management Information System, and locally assigned procedure codes. Provides technical assistance to area Medicaid offices.

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Administrative and Medicaid Services Section

Program Administrator: Supervises the development of program policies and procedures for the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) and community mental health programs. Supervises the development and preparation of the state plan, administrative rules and program manuals. Oversees implementation of third party and crossover claims policy and procedures, and the claims processing subsystem of Florida Medicaid Management Information System, including System Performance Review (SPR) and quality control.

Administrative Secretary: Provides secretarial support in order to maintain smooth work flow and accurate and timely completion of work assignments.

* **Registered Nursing Consultant:** Coordinates and directs the development and preparation of program policies, handbooks, and administrative rules for Early and Periodic Screening, Diagnosis and Treatment program (EPSDT).

Medical Health Care Program Analyst (two positions): Coordinates and directs the development and preparation of program policies, handbooks, and administrative rules for community mental health. Coordinates and directs the development of Medicare crossover policy, claims processing quality control, provider handbook coordination, electronic data interchange (EDI), claim form standards, computer training and resource coordination. Coordinates and directs the development and preparation of program policies, handbooks, and administrative rules for chiropractic services.

Senior Human Services Program Specialist: Develops and drafts state plan amendments and cooperative agreements. Serves as liaison on the claims processing subsystem, system performance review, third party liability, and system documentation. Assists with the development of Medicare crossover policy.

Human Services Analyst: Prepares and processes state plan amendments, and coordinates review and updates to the Federal Register, Florida Administrative Weekly, State Medicaid Manual, Health Care Financing Administration program memorandums, program issuances, and the Commerce Clearing House publications.

Claims Resolution Section

Program Administrator: Supervises the planning, directing, monitoring and implementation of claims force payment procedures so that federal and state audit requirements are met, and serves as the primary consultative source in the area of claims processing policy and procedures for staff statewide.

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Senior Human Services Program Specialist (three positions): Develops policies for and processes claims force payments, monitors area force payments, resolves eligibility file errors that prevent accurate claims payment. Trains staff statewide in the billing and reimbursement process.

Senior Clerk: Researches and compiles the results of findings concerning Medicaid recipient eligibility histories, recipient data affecting claims adjudication, provider entitlement history and associated data for the use of program specialists in force pay claims activities. Also provides secretarial support in order to maintain smooth work flow and timely completion of work assignments.

Provider Relations Section

Program Administrator: Supervises the planning, directing and coordination of activities relating to provider enrollment, publications, and maintenance of the Medicaid Management Information System provider file. Manages liaison activities with all area offices and professional health care associations.

Senior Human Services Program Specialist: Monitors the provider relations functions of fiscal agent contractor, and the provider enrollment requirements. Serves as liaison on system performance review.

Human Service Program Records Analyst: Oversees provider enrollment, recruitment, and publications. Develops confidentiality policies, monitors the fiscal agent contractor's provider files, and submits and maintains remittance voucher banner messages to providers.

Medical Health Care Analyst (two positions): Directs the plastic Medicaid card project and develops and prepares Medicaid publications. Serves as field representation liaison, researches and analyses provider error trends for policy development, and performs needs assessment for training efforts.

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